

DHL EXPRESS

LEVERAGING PUBLIC-PRIVATE PARTNERSHIPS FOR SAFE, SECURE AND SUSTAINABLE CROSS-BORDER E-COMMERCE

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DHL Express – Excellence. Simply delivered.



Content



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DHL Express operates in over 220 Countries & Territories worldwide,
making it THE MOST INTERNATIONAL COMPANY IN THE WORLD



Rapid E-Commerce Growth brings Major Business Opportunities, as well as Significant Challenges for the Express Industry



E-Commerce Growth Impact: Our Major Challenges

- ✓ Significant increase of **Formal Customs Declarations**
- ✓ Additional **Operational Capacity** to handle increased shipment volumes
- ✓ Major **Systems' Investments** to support massive clearance volumes
- ✓ **Many regulatory changes** across the globe with short **Implementation Times**
- ✓ Extensive global efforts to **Educate Shippers** regarding **Customs Rules**
- ✓ Increased **Customer Service efforts** to get **all Information for Clearance on time**
- ✓ **Time-Pressure from Customers** to deliver shipments
- ✓ Customers' expectation to provide **reliable end-to-end Landed Cost Calculation**
- ✓ Increased **Number of Returned Shipments**
- ✓ Additional requests for **Duties & Tax Optimization Solutions**

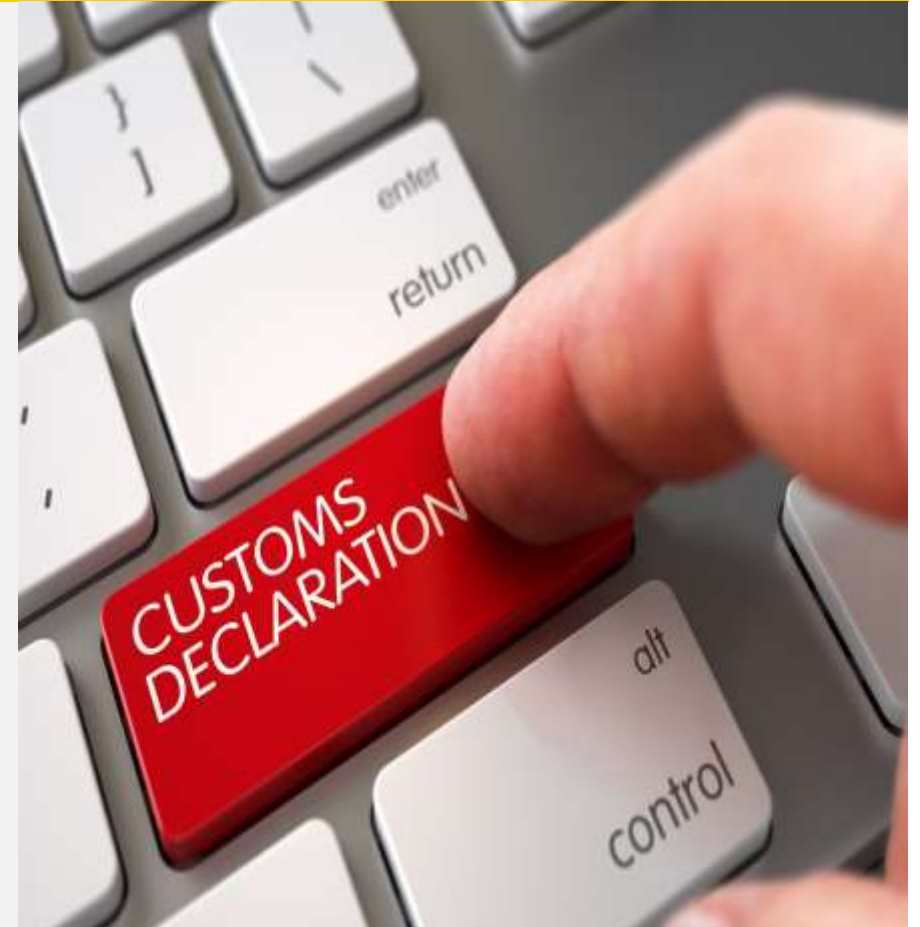


DHL Express is constantly enhancing our Systems & Automation to ensure high-quality Data required for Customs Clearance is available



E-Commerce Growth Impact: Our Initiatives to facilitate Customs Clearance

- ✓ Dedicated **Customer-Facing Campaigns** reinforcing that **Commercial Invoice Data Quality** is a key element to ensure a smooth customs clearance process, including:
 - **Customer Guidelines & Communication Material**
 - **Customer Webinars** regarding Data Quality & Regulatory Changes
 - **Customer Systems' Integration Enhancements**
- ✓ Significant **Investment in Systems, Automation, & Data Analytics**, including:
 - **Robotic Process Automation/RPA** (for Customs Declaration Support)
 - **Machine Learning** (for HS Classification Support)
 - **Data Analytics** (to proactively identify potential non-compliant Shipments)
 - **Customer-Facing Portals & Tools** (for Customer Support)
 - **Customs Clearance Systems Enhancements** (for better Declaration Quality)



Customs Authorities & the Express Industry must increase collaboration to ensure safe, secure and sustainable cross-border E-commerce



Further Cooperation: DHL Express & Authorities

→ By DHL Express:

- ✓ Continued efforts to **educate customers about the legal requirements of International Trade**
- ✓ Strengthening **Systems, Automation, & Data Analytics** capabilities to increase the quality and completeness of data required for Customs Clearance
- ✓ Increase **Collaboration with Authorities** to proactively tackle non-compliance

→ By Authorities:

- ✓ Streamlined **Customs Clearance Processes** (including **Single Window Approach**) & **simplified Duty Collection Models** for E-Commerce shipments
- ✓ Focus on “**Real Threats**” at the time of **border crossing** and handle **Duty & Tax verifications post clearance** (preferably with the sellers)
- ✓ Get the **data from “Source”** and harmonize **mandatory Data Elements**



THANK YOU

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